Elluminate Publish! Version 2.1

Installation and User's Guide

© 2001 - 2009 Elluminate, Inc.
All Rights Reserved.

No part of this document may be reproduced or transmitted in any form by any means, electronic or mechanical, including photocopy, recording or using any information retrieval system, without prior written permission. This document contains confidential proprietary information and is protected by law. This document and the information contained in it are intended for the original recipient(s) only. Any dissemination or distribution of the document without prior written permission is strictly prohibited.

Elluminate®, Elluminate *Live!*® and the Elluminate light bulb image and fonts are registered trademarks of Elluminate, Inc., all rights reserved.

Elluminate *Publish!*™, Elluminate *Unplugged!*™ and Elluminate *Unplugged!* Recording™ are trademarks of Elluminate, Inc., all rights reserved.

Java Runtime Environment and Java Web Start are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. or other countries.

Windows and Vista are trademarks of Microsoft.

Mac, the Mac logo, iPod, iTunes and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

All other brand or product names are trademarks or registered trademarks of their respective companies or organizations.

© 2009 Elluminate, Inc. All Rights Reserved.

Contents

Preface iii

Who should read this guide iii

Updates to this guide iii

Conventions used in this guide iii
- Operating system differences iii
- Notes iii
- Typographical conventions iv

End User Elluminate Technical Support iv

Chapter 1 Introduction 1

Product Overview 1

Input Types 1

Output Files 2
- Multimedia (Movie) Files 3
- Audio Files 4
- Unplugged! Recordings 4
- Closed Captioning and Chat Transcripts 4
- Media Recording Files 5

System Requirements 6
- Operating system 6
- Java 6

Chapter 2 Installing and Uninstalling Elluminate *Publish!* 7

Installing Elluminate *Publish!* 7

Uninstalling Elluminate *Publish!* 12
- Windows 12
- Mac 13
- Linux 13

Chapter 3 Registering Elluminate *Publish!* 14

Entering your license key and registration information when you start 14

Entering your registration information from within the application 17

Chapter 4 Accessing Recordings 18

Opening JNLP Files Directly in Elluminate *Publish!* 18
- On Windows, Mac or Linux Using Firefox 3 18
- On Windows Using Internet Explorer 6 20

Saving JNLPs to Your Computer....22
On Windows or Linux Using Firefox 3....22
On Windows Using Internet Explorer 6 or 7....23
On the Mac....25

Accessing URLs from the Session Administration System (SAS)....26

Chapter 5 Using Elluminate *Publish!*....27

Launching Elluminate *Publish!*....27
Automatic Check for Updates....29

Publishing Output Files....30
Conversion progress messages....32
Multimedia Output File Options....32
Audio File Options....34

Setting *Publish!* Preferences....35
General Preferences....35
Proxy Setting Preferences....35
Intellectual Property Preferences....35

Appendix A: Best Practices....36

Best Practices for Recording Sessions for Publication....36
Recording for Mobile Devices....36
Recording for Computer Desktops....36

Recommended Options....37
Apple iPod, iPhone, iPod Touch or Nano....37
Zen....37
Zune....37
Computer Desktops....37

Appendix B: Help and Other Resources....38

Elluminate Publish! Support Web Page....38
Other Elluminate Resources....38
Useful Articles on the Web....39
3rd Party Resources for Movie and Subtitle Editing....18

Preface

Who should read this guide

This guide is written for Elluminate *Live!*® and Elluminate *Publish!* ™ users of all levels of expertise.

Updates to this guide

Occasionally, updates are made to this guide. For the latest version, see the Elluminate *Publish!* webpage at http://www.elluminate.com/publish/info.jsp.

Conventions used in this guide

Operating system differences

This guide is written for Elluminate *Publish!* users on Windows, Linux and Mac platforms and gives instructions for all supported operating systems.

Screen captures

Most of the screen captures shown in this guide were taken in a Windows environment. If you are running Elluminate *Publish!* on a Mac or Linux, the appearance of windows, dialog boxes, etc. will differ slightly from those shown in this guide.

Notes

Three types of notes are used in this guide to highlight information:

Notes of this format are used to highlight important information or to present asides relevant to the topic at hand.

This is a tip. Tips provide helpful information on how to most effectively use a particular function in Elluminate *Publish!*

This is a caution. Cautions alert you to potentially confusing terminology or difficulties that may occur when using Elluminate *Publish!*

Typographical conventions

Convention	Description
1. Number	Used to indicate a step in a task.
✓ Checkmark	Used for listing the different options available to you to complete a task or function. Pick one only.
Bold	Used to give emphasis to a word.
Italics	Used to represent options or parameters. Also used in cross references to sections in this guide or other guides.
Underline	Used for links, such as links to websites.
`Monospace`	Used to indicate pathnames, filenames and folders.

End User Elluminate Technical Support

Elluminate technical support for end users is available through the following channels:

Support Website	http://www.elluminate.com/support
Support Portal	http://support.elluminate.com

Chapter 1 Introduction

Product Overview

When you record an Elluminate *Live!* session, the recording is stored in a VCR[1] file that can be played back on your computer. Playing VCR files requires a network connection to access the necessary Elluminate *Live!* software.

> When a session is recorded, only the activity in the main room is recorded (except for private chat messages).

Using Elluminate *Publish!*™, you can make the most of your Elluminate *Live!*® recordings by publishing them to a variety of formats that can be played independently of a network connection, giving you freedom to play Elluminate *Live!* recordings wherever you like.

To play the audio of an Elluminate *Live!* recording while away from your computer, convert them to audio podcasts and listen to them on your iPod or other MP3 player. To play full Elluminate *Live!* recorded sessions while not connected to the Internet, create Elluminate *Unplugged!*™ standalone recordings and play them on your desktop computer or laptop or create multimedia (movie) files to play on your portable movie player or player application on your computer.

You also can produce transcripts of your Chat and Closed-Captioning text in RTF format for reading or editing, or in SRT format for creating subtitles for your movies.

Input Types

The following files can be used by Elluminate *Publish!* to generate output files. For details on accessing these files, refer to *Accessing Recordings* on page 18.

> Not all output file types can be generated from all input file types. For details, see Table 1: Output Files on page 2.

- *VCR (.vcr)* – A VCR (Virtual Conference Recording) file is the actual recording file generated by Elluminate *Live!* when a session is recorded.
- *JNLP (.jnlp)* – A JNLP (Java Network Launching Protocol) file contains the URL to a VCR file as well as the information required to launch the Elluminate *Live!* player for that recording.
- *MRF (*.mrf) – This is a Media Recording File. For details, see Media Recording Files on page 5.
- *URL* – This is a link that can be resolved to a valid file type: VCR, JNLP or MRF.

[1] Virtual Conference Recording

Output Files

The following table describes what output files can be created in *Publish!* from which input files and what content from the original recording is included in the output files.

Table 1: Output Files

Elluminate *Live!* recordings supported	**Input file types supported**	**Content included in output**	**Output file types**
Multimedia (movie)			
V8 to V9.5	VCR, JNLP, *Unplugged!*, URL & MRF	Audio, Application Sharing & Whiteboard activity only	AVI, FLV, H.264, MOV, MP4 & WMV
		Closed Captioning activity only	.MovieCaption.rtf .MovieCaption.srt
		Chat activity only	.MovieChat.rtf
Audio			
V6.5 to V9.5	VCR, JNLP, *Unplugged!*, URL & MRF	Audio activity only	MP3, M4A, Ogg Vorbis, uncompressed WAV file
***Unplugged!* recording**			
V6.5 to V9.5	VCR, JNLP, *Unplugged!* & URL	All Elluminate *Live!* activity	.jar
Captioning Transcript			
V6.5 to V9.5	VCR, JNLP, *Unplugged!* & URL	Closed Captioning activity only	.VCRCaption.rtf
Chat Transcript			
V6.5 to V9.5	VCR, JNLP, *Unplugged!* & URL	Chat activity only	.VCRChat.rtf

Multimedia (Movie) Files

With *Publish!*, you can convert Elluminate *Live!* V8 to V9.5 recordings (.vcr and .jnlp files and URLs) or MRF[2] files to any of the following multimedia file formats:

- AVI (Audio Video Interleave)
- FLV (Flash video)
- H.264 (MPEG-4 video with H.264 compression)
- MOV (QuickTime video)
- MP4 (MPEG-4 video)
- WMV (Windows Media Video)
- MRF (Media Recording File)

While creating your multimedia file, you also can create transcript files from the recording's Chat and Closed Captioning streams.[3] One type of Closed Captioning transcript (the SRT file) is suitable for generating subtitles to be merged with the generated movie.

Because the subtitles in the SRT file are created exactly as seen within the session, there may be times that the subtitles overlap each other and become difficult to read. You may want to edit the display start and end times for the subtitles in SRT file to ensure that the times do not overlap. (For informaiton on editors, see *3rd Party Resources for Movie and Subtitle Editing* on page 39.)

If the session creator enabled the *Hide Attendee Names* option for recordings, Moderator and Participant names will not be displayed in the transcript files but will be replaced by the generic names Participant 1, Participant 2, etc.

When a multimedia file is created, only the Audio, Application Sharing and Whiteboard tracks are included in the output file. If Application Sharing and Whiteboard activity is occurring at the same time within a recording, the Application Sharing will take precedence over the Whiteboard during the creation of the multimedia file since both cannot be presented at the same time.

[2] Media Recording File (see *Media Recording Files* on page 5)
[3] The multimedia conversion utility strips areas of inactivity from the original recording, preventing the converted recording from having long periods of idleness. The transcripts will be synchronized with the altered timeline.

Audio Files

Publish! enables you to convert Elluminate *Live!* V6.5 to V9.5 recordings (.vcr[4] and .jnlp[5] files and URLs) or MRF files to any of the following audio file formats:

- MP3 (MPEG-3 audio – 32 or 64 kbps)
- M4A (MPEG-4 audio)
- Ogg Vorbis (open-source format)
- uncompressed WAV files (Waveform, uncompressed audio)

Unplugged! Recordings

With *Publish!*, you can convert an Elluminate *Live!* V6.5 to V9.5 recording to a standalone version (a .jar file) that can be viewed from your desktop or laptop without being connected to an Elluminate server or the Internet.

An *Unplugged!* Recording cannot be generated from an MRF file.

Closed Captioning and Chat Transcripts

Finally, *Publish!* enables you to convert the Chat and Closed Captioning streams of your Elluminate *Live!* V6.5 to V9.5 recordings (.vcr[6] and .jnlp[7] files and URLs) in the same time line as the original recording.

Chat and Closed Captioning Transcripts (those not associated with Multimedia files) cannot be generated from an MRF file.

If the session creator enabled the *Hide Attendee Names* option for recordings, Moderator and Participant names will not be displayed in the transcript files but will be replaced by the generic names Participant 1, Participant 2, etc.

Closed Captioning transcripts include all the entries from all captioners together in a single file. The transcripts include the captioner's name (except as noted above), the time of the caption and the text of the caption. If there are multiple captioners, the caption information is aggregated into blocks, by captioner.

[4] Virtual Conference Recording
[5] Java Network Launching Protocol
[6] Virtual Conference Recording
[7] Java Network Launching Protocol

Why are there two Chat and two Closed Captioning transcripts and when would I use either one?

Chat or Closed Captioning transcripts that are created independently (not associated with a multimedia file) are named VCRChat and VCRCaption. When playing a VCR recording or an *Unplugged!* recording, periods of inactivity greater than 5 seconds are skipped; however, the time stamps displayed on the time slider of the recording will correspond to the times the various activities actually took place in the original session. To match this, the VCRCaption and VCRChat files will use the times in the original session for their entries.

Movie production eliminates even more "dead-air" from the time line, changing the time correspondence between the VCR recordings and transcripts and the movie playback. *Publish!* produces MovieChat and MovieCaption transcripts that hold the same data as the VCRChat and VCRCaption transcripts but use the time line of the movie, where the time in the transcript corresponds to the slider of the movie player. This retains the ability to use the transcripts as a guide to the movie.

Media Recording Files

When you create a movie file, an intermediate Media Recording File (MRF) is created automatically. This file is generated during the initial VCR analysis phase of the multimedia conversion process. This process takes place in real time and may be quite time consuming (e.g., it will take around one hour to analyze a one hour recording).

You may instruct Elluminate *Publish!* to produce an MRF file alone (select *MRF Only* from the Format drop-down list).

To save time when producing multiple output files types from a single recording, you can use an existing MRF file to create additional multimedia output files, thereby skipping the initial VCR analysis phase for each subsequent output production.

System Requirements

Operating system

Elluminate *Publish!* can be installed on Windows, Linux and Mac OS platforms:

- Windows XP or Vista
- Novell SUSE 10 Linux and Red Hat Linux (RHEL5)
- Mac OS X 10.4 or 10.5

Java

In order to run Elluminate *Publish!* and play *Unplugged!* recordings, you must have Java Runtime Environment (JRE) version 1.5 or higher running on your system. You can download the current Java Runtime Environment for your system from Sun's Java website:

http://www.java.com/en/download/manual.jsp [8]

[8] Note that Java version 6 on the download page is equivalent to JRE 1.6.

Chapter 2 Installing and Uninstalling Elluminate *Publish!*

Installing Elluminate *Publish!*

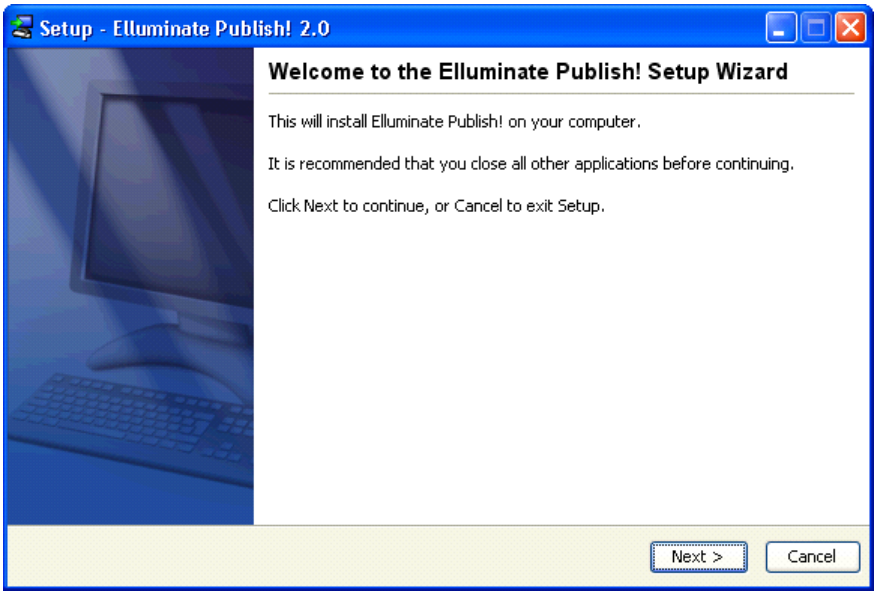
The installer for Elluminate *Publish!* can be downloaded from the Elluminate *Publish!* website (http://www.elluminate.com/publish/info.jsp).

> Version 2.1 of Elluminate *Publish!* may be installed over version 2.0 or version 1.0. There is no need to uninstall the earlier version first.

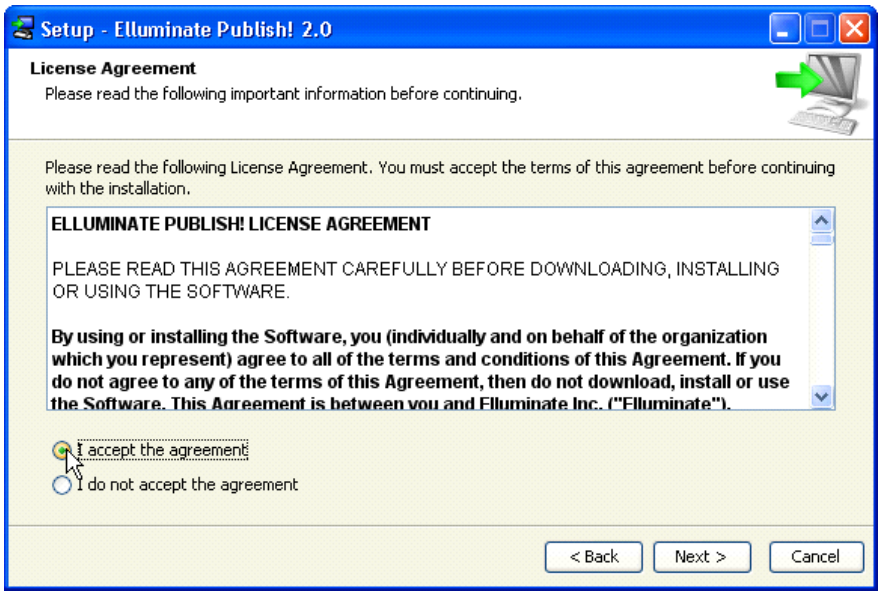
To install Elluminate *Publish!*, follow the steps below:

> Each step below discusses a panel in the installer. Move between the panels by clicking the **Next >** button.

1. Click on the installer icon. The Welcome panel appears. (You don't need to do anything here, so continue to the next panel.)

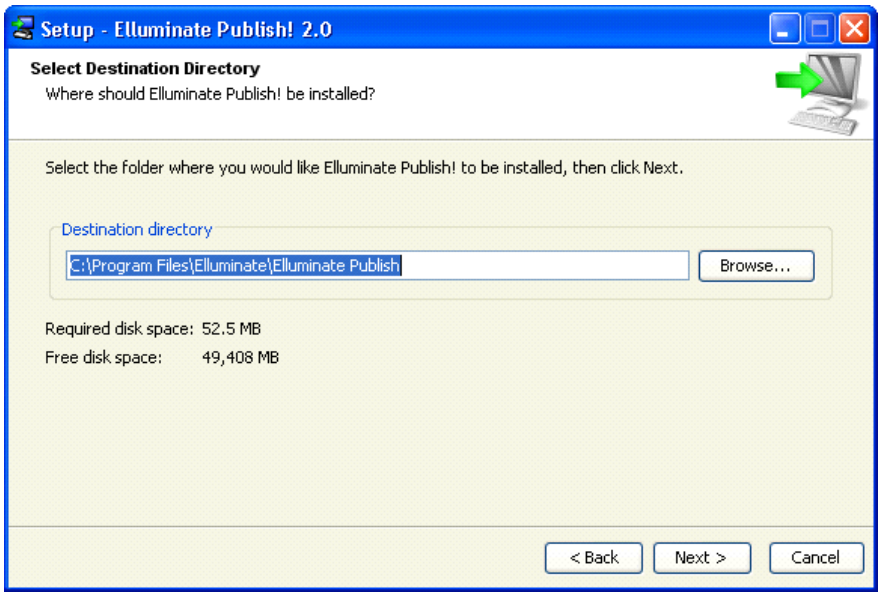

Setup - Elluminate Publish! 2.0
Welcome to the Elluminate Publish! Setup Wizard
This will install Elluminate Publish! on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

2. Read the license agreement and select *I accept the agreement*.


Setup - Elluminate Publish! 2.0
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
ELLUMINATE PUBLISH! LICENSE AGREEMENT
PLEASE READ THIS AGREEMENT CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING THE SOFTWARE.
By using or installing the Software, you (individually and on behalf of the organization which you represent) agree to all of the terms and conditions of this Agreement. If you do not agree to any of the terms of this Agreement, then do not download, install or use the Software. This Agreement is between you and Elluminate Inc. ("Elluminate").
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

If you do not accept the agreement, you will not be able to continue with the installation.

3. Specify the directory in which you would like to install Elluminate *Publish!* Either accept the default directory or browse to and select a different directory.


Setup - Elluminate Publish! 2.0
Select Destination Directory
Where should Elluminate Publish! be installed?
Select the folder where you would like Elluminate Publish! to be installed, then click Next.
Destination directory
C:\Program Files\Elluminate\Elluminate Publish
Browse...
Required disk space: 52.5 MB
Free disk space: 49,408 MB
< Back
Next >
Cancel

To install over an existing version on Windows (that was installed in the default location), select `C:\Program Files\Elluminate`. To install over an existing version on Mac OS X (that was installed in the default location), select `/Applications/Elluminate`.

This panel lists the disk space required for Elluminate *Publish!* Make sure you specify a directory on a drive that has sufficient disk space.

The default locations are as follows:

Windows

```
C:\Program Files\Elluminate\Elluminate Publish
```

Mac

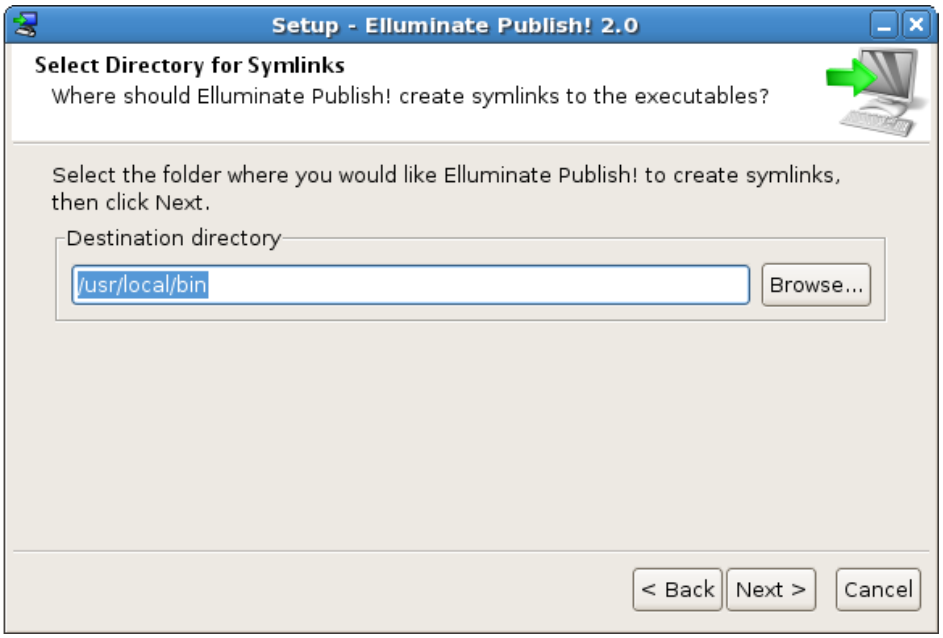
```
/Applications/Elluminate/Elluminate Publish
```

Linux

Root Login:
`/opt/Elluminate/Elluminate_Publish`

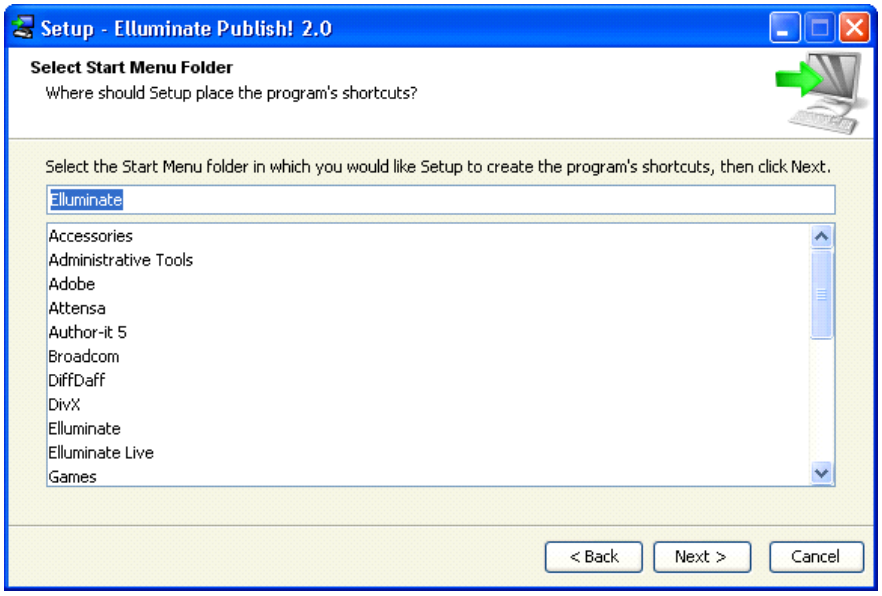
Standard Login:
`/home/<user_name>/Elluminate/Elluminate_Publish`

4. (Linux only) Specify the directory into which you would like to install the symlinks.


Setup - Elluminate Publish! 2.0
Select Directory for Symlinks
Where should Elluminate Publish! create symlinks to the executables?
Select the folder where you would like Elluminate Publish! to create symlinks, then click Next.
Destination directory
/usr/local/bin
Browse...
< Back
Next >
Cancel

Root users can use the default location (`/usr/local/bin`). However, standard users typically do not have write access to this location and will have to choose a different directory.

5. (Windows users only.) Specify into which Start Menu folder you would like the program shortcut for Elluminate *Publish!* to be placed.

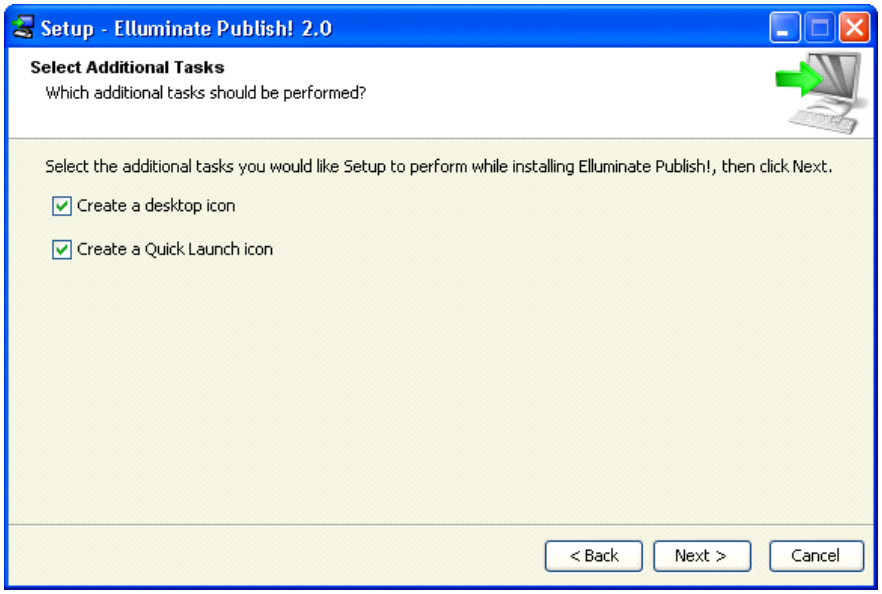


Select the name of a Start Menu folder by doing one of the following:

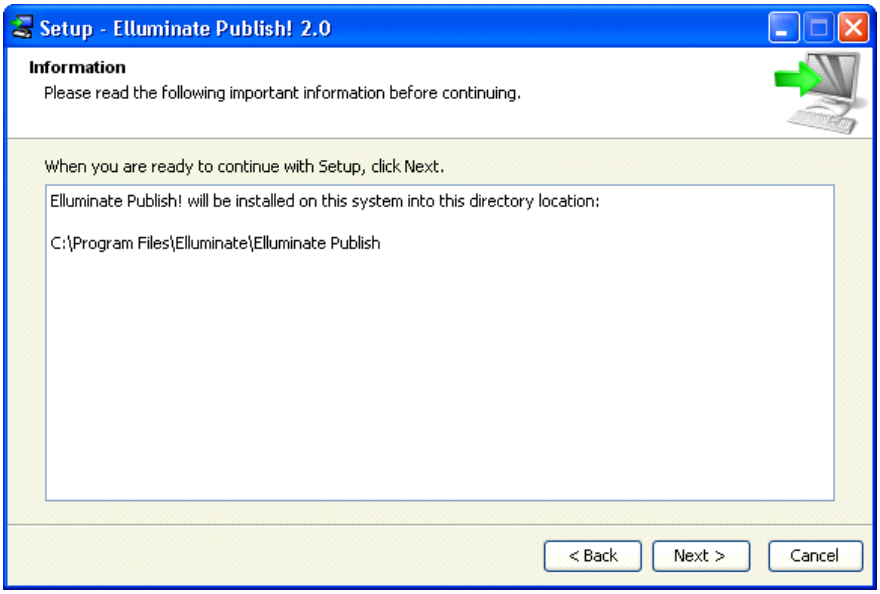
- ✓ Accept the default name selected (Elluminate).
- ✓ Enter a new folder name.
- ✓ Select a folder from the list provided.

A subfolder, called Elluminate Publish!, will be added under the folder you specify so, if you used the default, the shortcut's path will be Start > Programs > Elluminate > Elluminate Publish! > Elluminate Publish!

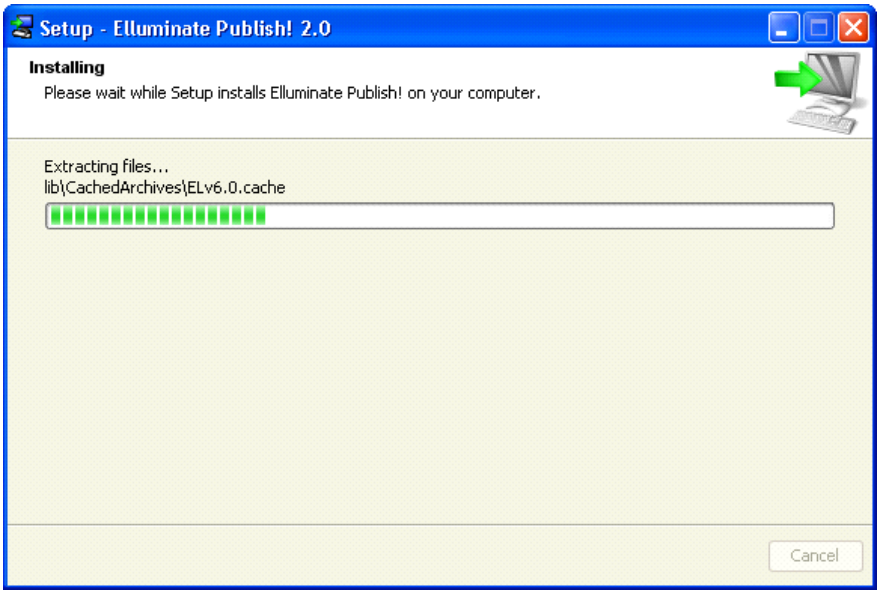
6. Specify whether or not you would like the installer to create an Elluminate *Publish!* icon on your desktop and (for Windows only) a Quick Launch icon in your taskbar.


Setup - Elluminate Publish! 2.0
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Elluminate Publish!, then click Next.
Create a desktop icon
Create a Quick Launch icon
< Back
Next >
Cancel

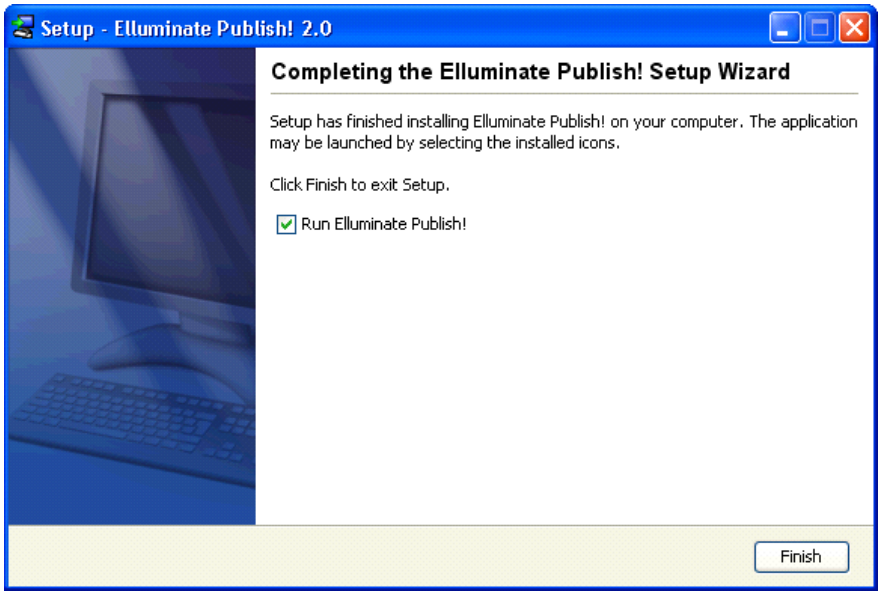
7. Read the summary information and, if you are satisfied that you are installing *Publish!* in the correct location and with the appropriate settings, click **Next >** to start the installation process. (Otherwise, click **Cancel** to quit the installation process or **< Back** to change your settings.)


Setup - Elluminate Publish! 2.0
Information
Please read the following important information before continuing.
When you are ready to continue with Setup, click Next.
Elluminate Publish! will be installed on this system into this directory location:
C:\Program Files\Elluminate\Elluminate Publish
< Back
Next >
Cancel

The Installing panel will appear, showing the progress of your installation.



8. When installation is complete, the following panel is displayed. Select the option Run Elluminate *Publish!* if you would like to start the application immediately.


Setup - Elluminate Publish! 2.0
Completing the Elluminate Publish! Setup Wizard
Setup has finished installing Elluminate Publish! on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Run Elluminate Publish!
Finish

9. Click **Finish** to exit the setup.

You can have Elluminate *Publish!* check for software updates automatically each time it is launched. For details, see *General Preferences* on page 35.

Uninstalling Elluminate *Publish!*

Windows

On Windows, use the uninstall application to remove Elluminate *Publish!* from your computer. The uninstaller performs four tasks:

- Removes the application icon from your desktop.
- Removes the Quick Launch icon in your taskbar.
- Deletes the application folder and its contents:
  `C:\Program Files\Elluminate\Elluminate Publish`
- Removes the Elluminate *Publish!* Start Menu items.

The `Elluminate` folder that was created during the installation process will not be deleted as other Elluminate applications may have been added to it since you initially installed Elluminate *Publish!*

To uninstall Elluminate *Publish!*, launch the uninstaller in one of two ways:[9]

- ✓ Select Start > Programs > Elluminate > Elluminate Publish! >Elluminate Publish! Uninstaller; or
- ✓ Run the Elluminate *Publish!* executable file (uninstall.exe):

  `C:\Program Files\Elluminate\Elluminate Publish\uninstall.exe`

Mac

On the Mac, the uninstaller performs two tasks:

- Removes the application icon from your desktop.
- Deletes the application folder and its contents:

  `/Applications/Elluminate/Elluminate Publish`

To uninstall Elluminate *Publish!*, run the Elluminate *Publish!* uninstaller executable file:

`/Applications/Elluminate/Elluminate Publish/Elluminate *Publish!* Uninstaller`

If you created a desktop icon during installation, delete that as well.

Linux

On Linux, the uninstaller performs three tasks:

- Removes the application icon from your desktop.
- Deletes the application folder and its contents:

  Root Login: `/opt/Elluminate/Elluminate_Publish`

  Standard Login: `/home/<user_name>/Elluminate/Elluminate_Publish`
- Removes the symlinks.

To uninstall Elluminate *Publish!*, run the Elluminate *Publish!* uninstaller executable file:

Root Login:
`/opt/Elluminate/Elluminate_Publish/uninstall`

Standard Login:
`/home/<user_name>/Elluminate/Elluminate_Publish/uninstall`

[9] If you installed in a location other than the default, use the path you specified in step 3 on page 8.

Chapter 3 Registering Elluminate *Publish!*

Entering your license key and registration information when you start

The first time you launch Elluminate *Publish!* you will be prompted to enter your license key and registration information. If you do not have a license key, contact your Elluminate system administrator who can provide it to you.[10]

Registration is mandatory. You will not be able to use Elluminate *Publish!* until you complete the registration process. Each time you activate a new license key you will be asked to register again.

You may update your registration information from within Elluminate *Publish!* by selecting Registration from the Help menu.

1. Launch Elluminate *Publish!* in one of the following ways:
   - ✓ Click on the Elluminate *Publish!* icon on your desktop.
   - ✓ (Windows only) Click on the Quick Launch icon in your taskbar.
   - ✓ (Windows only) Navigate to and select the Start Menu shortcut. If you chose the default for your shortcut, select Start > Programs > Elluminate > Elluminate Publish! > Elluminate Publish!
   - ✓ Run the Elluminate *Publish!* executable file:

     Windows

     ```
     C:\Program Files\Elluminate\Elluminate Publish\Publish.exe
     ```

     Mac

     ```
     Applications/Elluminate/Elluminate Publish/Elluminate Publish
     ```

     Linux

     Root Login:
     ```
     /opt/Elluminate/Elluminate_Publish/Elluminate Publish!
     ```

     Standard Login:
     ```
     /home/<user_name>/Elluminate/Elluminate_Publish/
        Elluminate Publish!
     ```

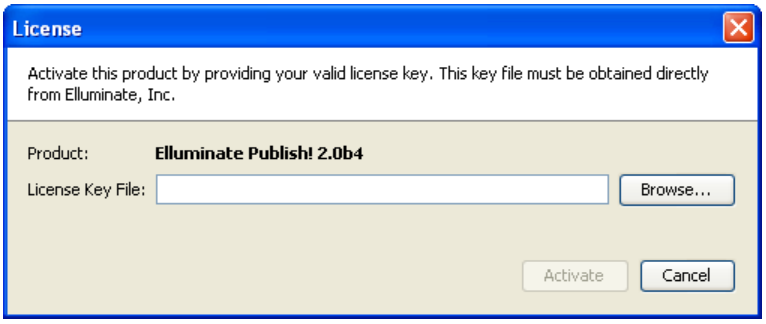
   The License Key panel appears.

[10] When Elluminate *Publish!* is purchased, Elluminate sends a license key file to your organization via email.

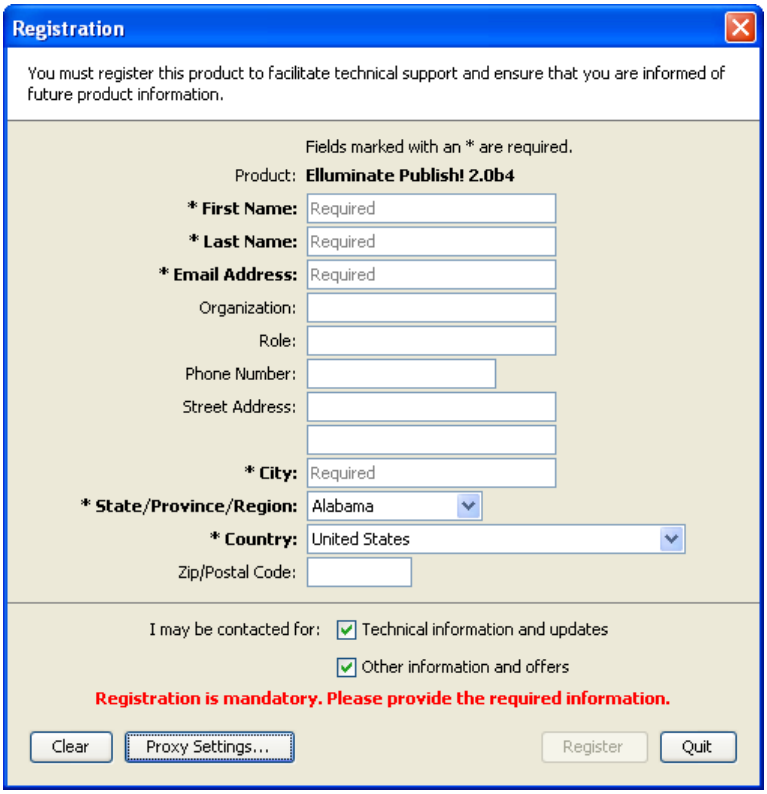
2. Select and activate your license key file in one of the following ways:

   ✓ Browse to the file and click on **Activate**.

   ✓ Drag and drop the file into the License window and click on **Activate**.



The registration form opens.


Registration
You must register this product to facilitate technical support and ensure that you are informed of future product information.
Fields marked with an * are required.
Product: Elluminate Publish! 2.0b4
* First Name: Required
* Last Name: Required
* Email Address: Required
Organization:
Role:
Phone Number:
Street Address:
* City: Required
* State/Province/Region: Alabama
* Country: United States
Zip/Postal Code:
I may be contacted for: Technical information and updates
Other information and offers
Registration is mandatory. Please provide the required information.
Clear
Proxy Settings...
Register
Quit

3. (Optional) If you are behind a firewall and your browser requires a proxy to make a connection, you will need to define a proxy for *Publish!*

   a. Click on the **Proxy Settings** button to open the Proxy Settings tab of the Preferences dialog.

   b. Select *Manual Proxy Settings* and fill in the host names and ports with the information found in your browser. (For details, see *Proxy Setting Preferences* on page 35.)

4. Complete the registration form.

   a. Enter information about yourself and your organization.

   All fields marked with an asterisk (*) are mandatory: *First Name*, *Last Name*, *Email Address*, *City*, *State/Province/County/Region* and *Country*.

   The *Country* field may be filled in automatically based on information obtained from your computer's system configuration.

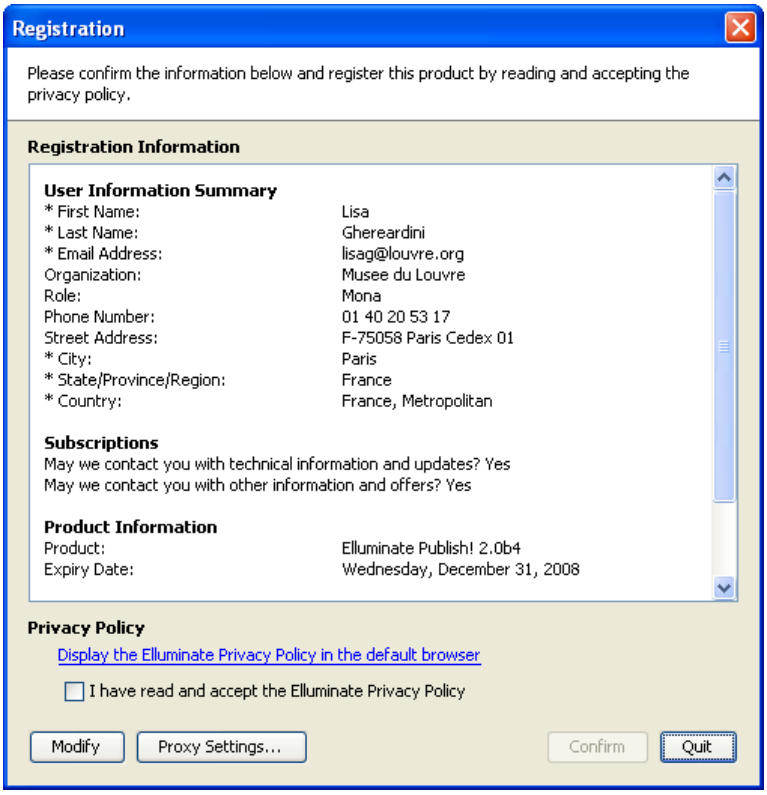
   If the *Country* field is not automatically filled in, you will need to manually select it before you can select *State/Province/Region*.

   b. Select the desired options:

   - *Technical information and updates:* if you select this option, you will be placed on Elluminate's technical mailing list and receive information such as tips on using Elluminate *Publish!* (and Elluminate's other products) and information on the availability of Elluminate *Publish!* upgrades.
   - Other information and offers: if you select this option, you will be placed on an Elluminate mailing list and receive Elluminate's semi-monthly newsletter Newsline, as well as occasional email promotions.

   c. Click on **Register**. This will open the registration confirmation panel that displays your registration information.

5. Confirm your registration information.


Registration
Please confirm the information below and register this product by reading and accepting the privacy policy.
Registration Information
User Information Summary
* First Name: Lisa
* Last Name: Ghereardini
* Email Address: lisag@louvre.org
Organization: Musee du Louvre
Role: Mona
Phone Number: 01 40 20 53 17
Street Address: F-75058 Paris Cedex 01
* City: Paris
* State/Province/Region: France
* Country: France, Metropolitan
Subscriptions
May we contact you with technical information and updates? Yes
May we contact you with other information and offers? Yes
Product Information
Product: Elluminate Publish! 2.0b4
Expiry Date: Wednesday, December 31, 2008
Privacy Policy
Display the Elluminate Privacy Policy in the default browser
I have read and accept the Elluminate Privacy Policy
Modify
Proxy Settings...
Confirm
Quit

6. Click on the link Display the Elluminate Privacy Policy in the default browser to read the Privacy Policy.

7. Select the option I have read and accept the Elluminate Privacy Policy and click on **Confirm**.

To complete registration, you **must** select this option. If you do not, the **Confirm** button will be disabled.

The Elluminate *Publish!* application is launched.

Entering your registration information from within the application

You can update your registration information from within the application.

From the Help menu, select Registration and then follow the steps outlined in *Entering your license key and registration information when you start* on page 14 (beginning with step 4).

Chapter 4 Accessing Recordings

You need to supply Elluminate *Publish!* with a VCR file, a JNLP file or a URL of the recording or MRF you wish to convert.[11] This section discusses how to gain access to .jnlp files and URLs for use in Elluminate *Publish!* It does not discuss obtaining .vcr files.

Elluminate *Publish!* users typically will not have direct access to .vcr files and must request them from their Elluminate *Live!* administrator.

Elluminate *Publish!* currently does not directly support Elluminate *Live!* Manager recording links. The best way to access an Elluminate *Live!* Manager recording is by launching *Publish!* through your browser (as described below).

Alternatively, you can save the JNLP (see *Saving JNLPs to Your Computer* on page 22).

A Note on Secure Recordings

Security controls set in the session scheduling server (Session Administration System or Elluminate *Live!* Manager) may prevent you from launching a recording. (You will receive an error message indicating that you don't have the required access.) You may be able to get around this by opening the .jnlp file directly in Elluminate *Publish!* For details, see *Opening JNLP Files Directly in Elluminate Publish!* on page 18.

Consult your Elluminate *Live!* administrator to discuss access to secured recordings.

Opening JNLP Files Directly in Elluminate *Publish!*

On Windows, Mac or Linux Using Firefox 3

When using Firefox[12] in Windows, Mac or Linux, you can open the .jnlp file directly in *Publish!* for immediate conversion.

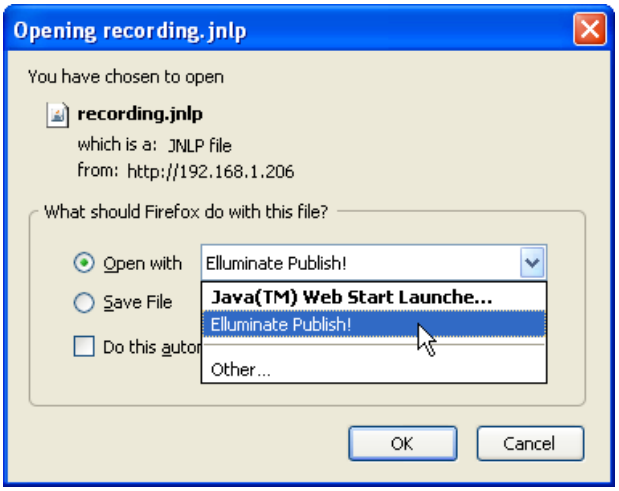
1. Launch Firefox.
2. (Windows) From the Tools menu select Options and then select the Applications tab.
   (Linux) From the Edit menu select Preferences and then select the Applications tab.
3. In the column Content Type, find "JNLP File", select "Always ask" in the Action column and click on **OK**.

[11] MRF files can also be used if the recording has previously been converted to a movie. For details, see *Media Recording Files* on page 5.
[12] You can use any browser that allows you to specify what application to use to open recording links.

4. Launch the recording in Firefox.

If the recording is from the Session Administration System (SAS), and the recording owner has selected the option *Enable Recording Viewer Details*, you will be prompted to fill in a form with your email address and name before you can proceed to the next step.

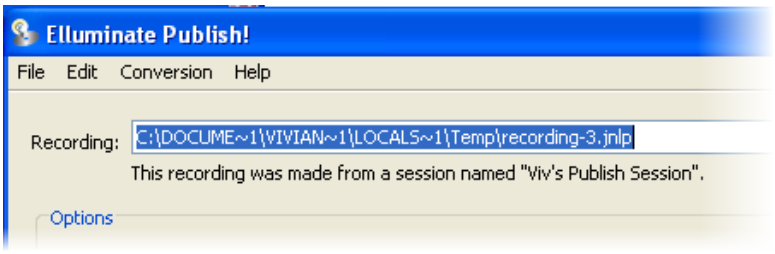
5. Open the .jnlp file in Elluminate *Publish!* If Elluminate *Publish!* is not in the list of available applications, select *Other…* and browse to the application. (The application will be in the directory you specified in step 3 of *Installing Elluminate Publish!* on page 8.)



6. If the option *Do this automatically for files like this from now on* is selected (checked), de-select (uncheck) it.

If you fail to do this, you will not be able to enter an Elluminate *Live!* session – Windows or Linux will attempt to open the session in Elluminate *Publish!*

7. Click on **OK.** Elluminate *Publish!* will open and the pathname of your .jnlp file will be entered into the *Recording* field, ready for conversion.



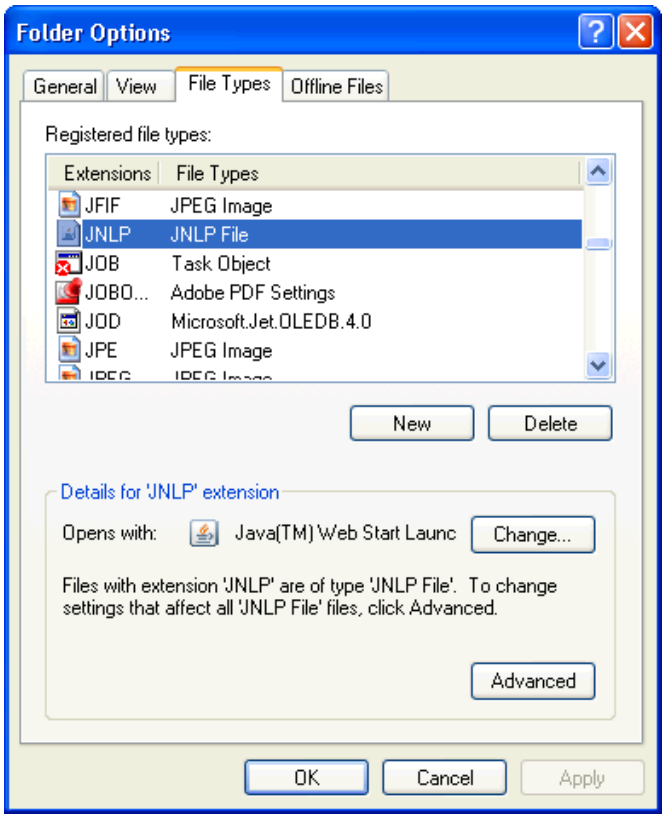
On Windows Using Internet Explorer 6

When using Internet Explorer 6, you can open the .jnlp file directly in *Publish!* for immediate conversion.

> You cannot use Internet Explorer 7 or 8 to open JNLPs directly in Elluminate *Publish!* Use either Internet Explorer 6 or Firefox 3 or, alternatively, save the JNLP file (see *Saving JNLPs to Your Computer* on page 22).

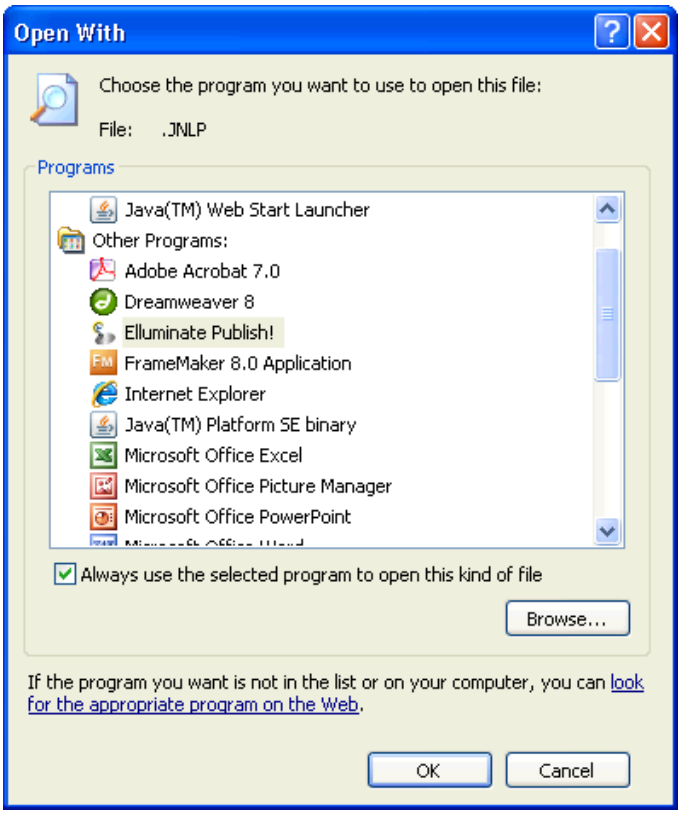
> If you follow the procedure below, recordings launched in Internet Explorer will always open in Elluminate *Publish!* – until you reverse the settings. Using Firefox as your browser will give you the option of launching (playing) the recordings or opening them in Elluminate *Publish!*

1. Open Windows Explorer (not **Internet** Explorer).
2. From the Tools menu, select Folder Options.
3. Click on the File Types tab and select the JNLP File type, as depicted below:



4. Under Details for 'JNLP' extension, click on the **Change** button for the *Opens with* option.

5. Select Elluminate *Publish!* from the list of programs. If it is not in the list, browse to the application. (The application will be in the directory you specified in step 3 of *Installing Elluminate Publish!* on page 8.)


Open With
Choose the program you want to use to open this file:
File: .JNLP
Programs
Java(TM) Web Start Launcher
Other Programs:
Adobe Acrobat 7.0
Dreamweaver 8
Elluminate Publish!
FrameMaker 8.0 Application
Internet Explorer
Java(TM) Platform SE binary
Microsoft Office Excel
Microsoft Office Picture Manager
Microsoft Office PowerPoint
Always use the selected program to open this kind of file
Browse...
If the program you want is not in the list or on your computer, you can look for the appropriate program on the Web.
OK
Cancel

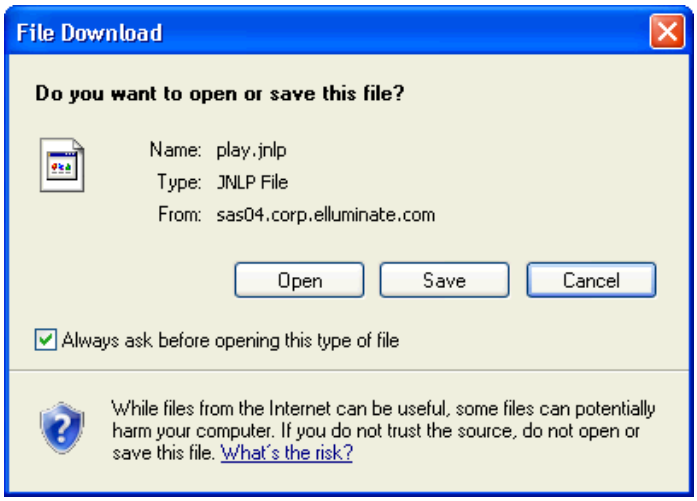
6. De-select (uncheck) the option *Always use the selected program to open this kind of file* and click on **OK**.

If you fail to do this, you will not be able to enter an Elluminate *Live!* session – Windows will attempt to open the session in Elluminate *Publish!*

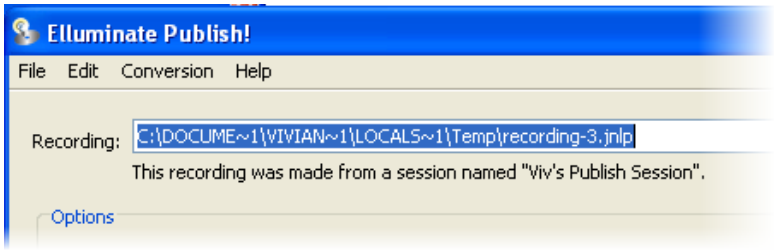
7. Launch the recording in Windows Explorer.

If the recording is from the Session Administration System (SAS), and the recording owner has selected the option *Enable Recording Viewer Details*, you will be prompted to fill in a form with your email address and name before you can proceed to the next step.

8. In the File Download dialog, click on the **Open** button.


File Download
Do you want to open or save this file?
Name: play.jnlp
Type: JNLP File
From: sas04.corp.elluminate.com
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Elluminate *Publish!* will open and the pathname of your .jnlp file will be entered into the *Recording* field, ready for conversion.



Saving JNLPs to Your Computer

A simple way to access a recording for conversion in Elluminate *Publish!* is to save a .jnlp file of the recording. To do so, you need to launch the recording.

On Windows or Linux Using Firefox 3

On Windows or Linux you can intercept the Firefox download to save the .jnlp file.

1. Launch Firefox.

2. (Windows) From the Tools menu select Options and then select the Applications tab.
   (Linux) From the Edit menu select Preferences and then select the Applications tab.

3. In the column Content Type, find "JNLP File" and select "Always ask" in the Action column.

4. Launch the desired recording.

> If the recording is from the Session Administration System (SAS), and the recording owner has selected the option *Enable Recording Viewer Details*, you will be prompted to fill in a form with your email address and name before you can proceed to the next step.

5. You will be prompted to Open or Save the JNLP file. Save the .jnlp file to a convenient location on your computer.

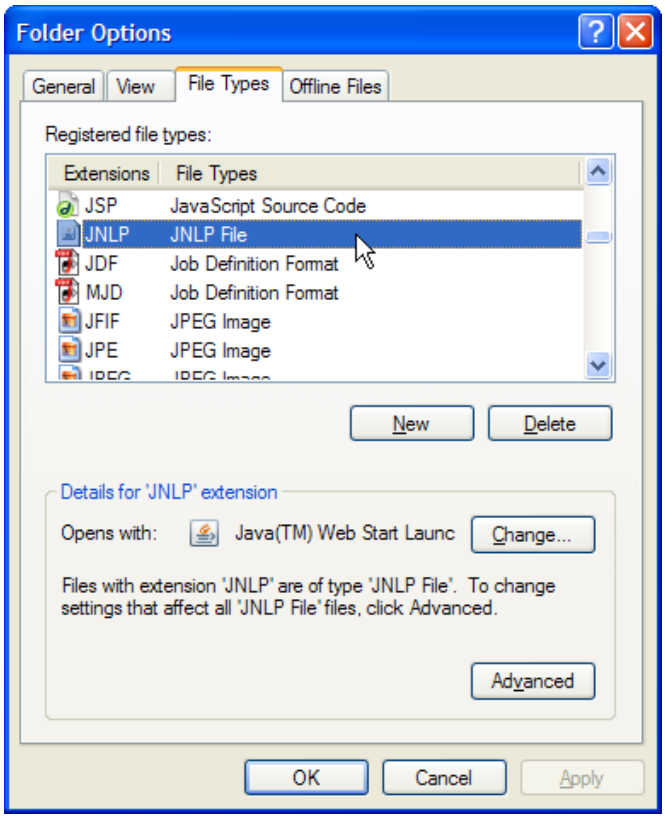
On Windows Using Internet Explorer 6 or 7

On Windows, you can save a .jnlp file of your recording to your computer by launching the recording and then intercepting the Internet Explorer download and saving the .jnlp file.

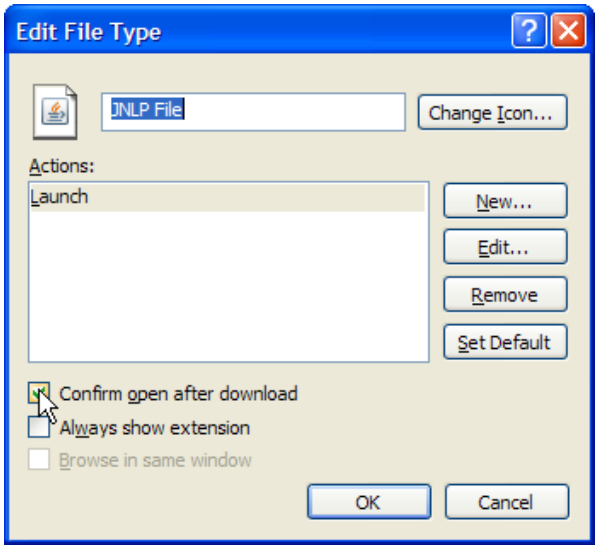
> You cannot use Internet Explorer 8 to intercept .jnlp files. Use either Internet Explorer 6 or Firefox 3.
>
> On Vista, you cannot intercept the .jnlp file using Internet Explorer 7. Use IE 6 or Firefox 3 instead or use a .vcr file rather than a JNLP file.
>
> The following instructions explain how to do this with Windows XP.

1. Open Windows Explorer (not **Internet** Explorer).
2. Select Folder Options… from the Tools menu.

3. Click on the File Types tab and select the JNLP File type, as depicted below:



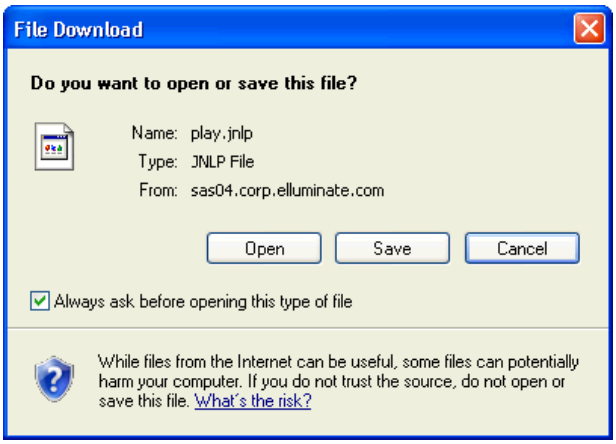
4. Click on the **Advanced** button and then select *Confirm open after download*, as shown below.



5. Launch the desired recording.

> If the recording is from the Session Administration System (SAS), and the recording owner has selected the option *Enable Recording Viewer Details*, you will be prompted to fill in a form with your email address and name before you can proceed to the next step.

6. You will be prompted to Open or Save the JNLP file. Save the .jnlp file to a convenient location on your computer.


File Download
Do you want to open or save this file?
Name: play.jnlp
Type: JNLP File
From: sas04.corp.elluminate.com
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

On the Mac

Follow the steps below to download the .jnlp file to your Mac:

1. Find the download location on your Mac by looking at the download settings in your preferred browser.

> Use any version of Firefox or any version of Safari earlier than v.3.

2. Launch the desired recording.

> If the recording is from the Session Administration System (SAS), and the recording owner has selected the option *Enable Recording Viewer Details*, you will be prompted to fill in a form with your email address and name before you can proceed to the next step.

The .jnlp file of your recording will be automatically downloaded to the default download location (as specified by your browser).

Accessing URLs from the Session Administration System (SAS)

The best way to enter a recording URL into Elluminate *Publish!* is to launch Elluminate *Publish!* through your browser (for details see **A Note on Secure Recordings**

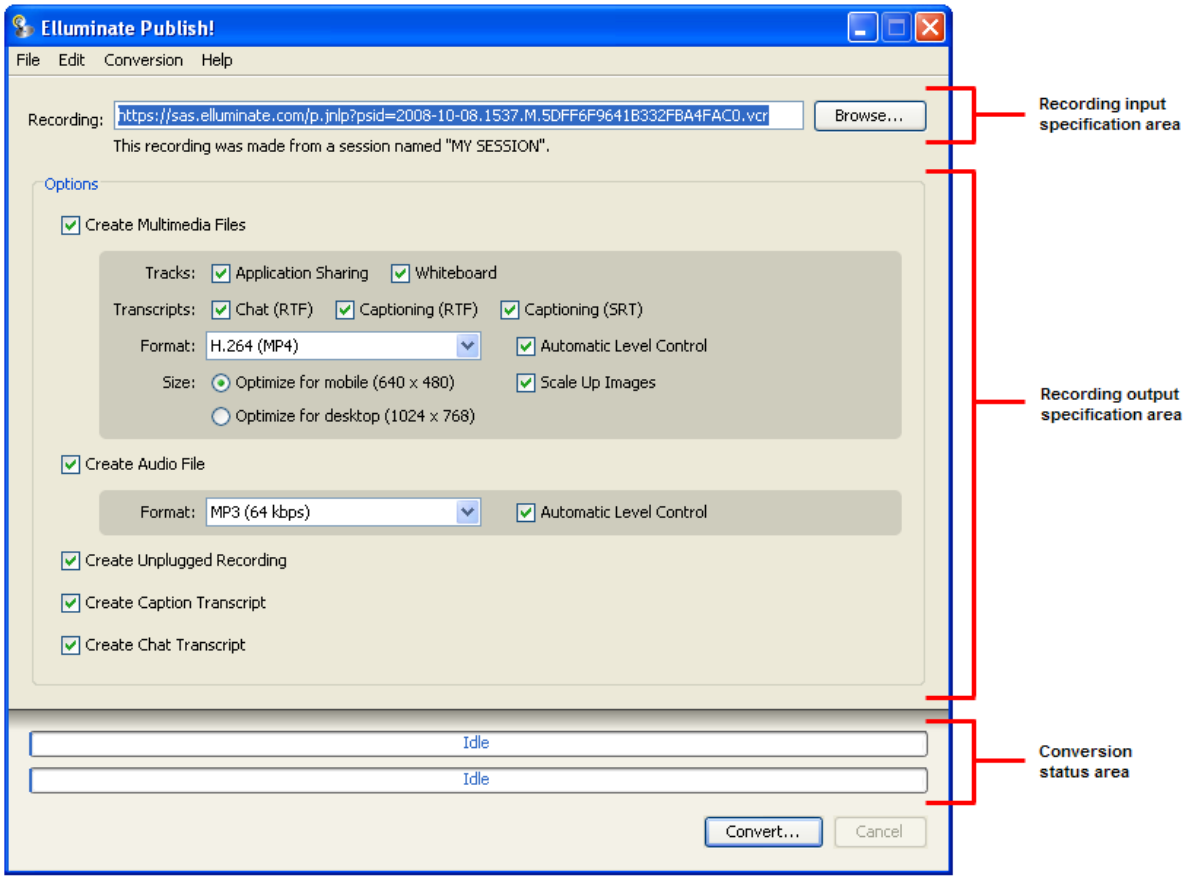
on page 18). Refer to *Opening JNLP Files Directly in Elluminate Publish!* on page 18 for instructions.

Alternatively, you can copy the URL from another source and paste it into Elluminate *Publish!* Hosted customers using the SAS can access recording URLs in the following ways:

- ✓ Get the URL from the session creator or an SAS administrator.
- ✓ Get the URL from an email that may be sent to you (and all session attendees) after the recorded session is complete. (Session creators can set this option when creating the session.)
- ✓ Log in to the SAS and retrieve the URL of the recording by checking the session details. (Recordings list within the SAS File utility). For instructions, see our *Retrieving Recording Links in the SAS* Quick Reference Guide: http://www.elluminate.com/support/docs/sas/Retrieving_Recording_Links_in_SAS.pdf

Chapter 5 Using Elluminate *Publish!*

The Elluminate *Publish!* interface consists of three main functional areas: the top area in which you identify the input file to be converted, the middle area in which you specify what types of conversions you would like to do (outputs), including conversion settings, and the bottom area that provides you information on the status of your conversion.



Launching Elluminate *Publish!*

To launch Elluminate *Publish!*, do one of the following:

- ✓ Launch Elluminate *Publish!* through your browser. (For details, see *Opening JNLP Files Directly in Elluminate Publish!* on page 18.)
- ✓ Click on the Elluminate *Publish!* icon on your desktop.
- ✓ (Windows only) Click on the Quick Launch icon in your taskbar.

- ✓ (Windows only) Navigate to and select the Start Menu shortcut. If you chose the default for your shortcut, select Start > Programs > Elluminate > Elluminate Publish! > Elluminate Publish!
- ✓ Run the Elluminate *Publish!* executable file:

  Windows

  ```
  C:\Program Files\Elluminate\Elluminate Publish\Publish.exe
  ```

  Mac

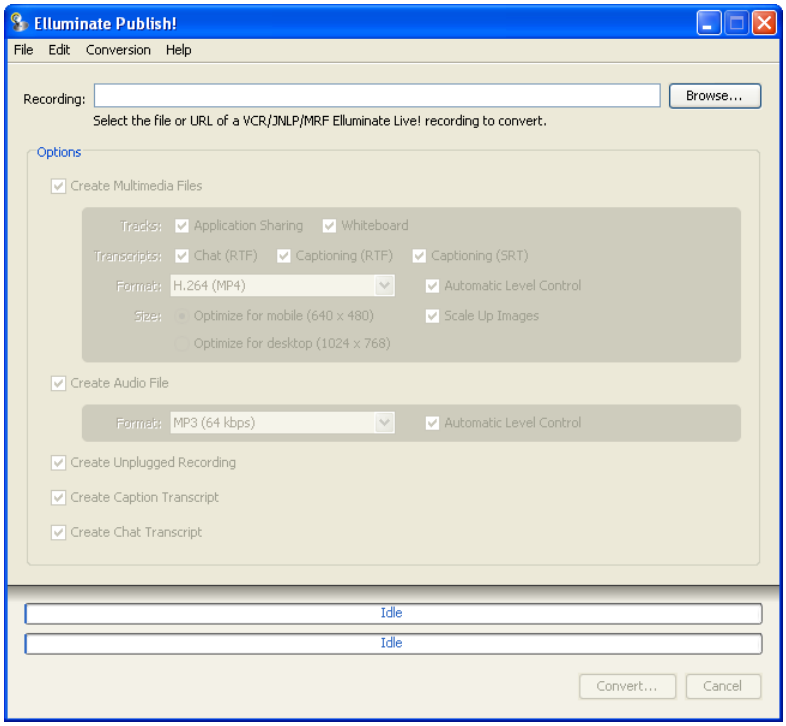
  ```
  Applications/Elluminate/Elluminate Publish/Elluminate Publish
  ```

  Linux

  Root Login:
  ```
  /opt/Elluminate/Elluminate_Publish/Elluminate Publish!
  ```

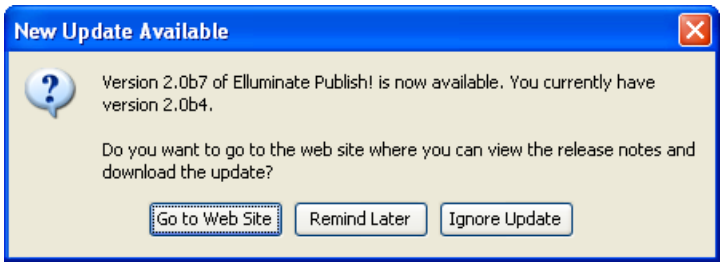
  Standard Login:
  ```
  /home/<user_name>/Elluminate/Elluminate_Publish/
    Elluminate Publish!
  ```

  The Elluminate *Publish!* window will open:



Automatic Check for Updates

Elluminate *Publish!*, by default, will automatically check for software updates when you launch the application. If a new version of the software is available, you will be notified of the update.


New Update Available
Version 2.0b7 of Elluminate Publish! is now available. You currently have version 2.0b4.
Do you want to go to the web site where you can view the release notes and download the update?
Go to Web Site
Remind Later
Ignore Update

When presented with the New Update Available dialog, you have three options:

- ✓ Click on **Go to Web Site**: this will take you to the Elluminate *Publish!* product download web page (http://www.elluminate.com/publish/info.jsp) where you can download the latest version of Elluminate *Publish!* for your specific platform.

> See Installing Elluminate *Publish!* on page 7 for instructions on installing Elluminate *Publish!*

- ✓ Click on **Remind Later**: this will skip the update for now and will cause this update notification to be displayed again next time you launch Elluminate *Publish!*
- ✓ Click on **Ignore Update**: this will prevent Elluminate *Publish!* from checking for updates for this particular version next time you launch the application. For example, if you have version 2.0 and click on **Ignore Update** when notified that version 2.1 is available, you will not be reminded again to update to version 2.1. However, when version 2.2 becomes available, you **will** be notified since **Ignore Update** is ignoring version 2.1 only.

> If you accidentally clicked on **Ignore Update**, you can always manually check for updates by selecting Help > Check for Update. If there is an update available, you can go to the website to download it or click on **Remind Later** to be reminded next time you launch Elluminate *Publish!*

If you prefer not to be notified of software updates, you can turn off the option *Check for updates automatically at launch* in the Preferences dialog. (For details, see *Setting Publish! Preferences* on page 35.)

> We recommend that you leave the option *Check for updates automatically at launch* selected – then you will always know when a software update is available.

Publishing Output Files

To convert your recordings, follow the steps below:

1. If desired, enter the intellectual property metadata you would like embedded in your output files. For details, see *Intellectual Property Preferences* on page 35.

   If you do not enter the metadata **before** you publish the recording, you will **not** have an opportunity to do it later.

   Not all file formats can accept all metadata items.

2. Identify the file you would like to convert by entering it into the *Recording* field. (This step is unnecessary if you launched Elluminate *Publish!* through your browser – the field will already be filled in.) If the recording is a .vcr, .mrf or .jnlp file, enter the **full** pathname of the file. To avoid typing errors, drag and drop or browse to the file instead.

   Since you cannot browse to a recording URL, to avoid typing errors, copy the link from another source (your browser or an email) and paste it into the field.[13] (See *Accessing URLs from the Session Administration System* on page 25.)

   At this point, *Publish!* reads the VCR to extract the session name, which will be used for the file names of the output files.[14] This process will typically copy the VCR file to your local system, which may take some time for large recordings.

   When the recording is locally available, *Publish!* will show you the session name.

   An .mrf file cannot be used to generate an *Unplugged!* Recording or (non-multimedia) Chat and Captioning transcripts.

[13] Use the Paste keyboard shortcut Ctrl+V (⌘V on Macintosh). You cannot access the Paste command from a menu by right-clicking in the field.
[14] Except for version 6.5 and 7 recordings, which do not know the session name.

3. Indicate what types of conversions you wish to perform and specify conversion settings. You may convert to any or all available formats.

   ✓ To create a multimedia (movie) file, click on the *Create Multimedia Files* option. (For details about setting multimedia file options, see *Multimedia Output File Options* on page 32.)

   The multimedia conversion utility strips areas of inactivity from the original recording, preventing the converted recording from having long periods of idleness. Therefore, your converted multimedia file may be shorter than the original recording.

   ✓ To create an audio podcast, click on the *Create Audio File* option. (For details about setting audio file options, see *Audio File Options* on page 34.)

   If your recording does not have any audio created as a result of pressing the **Talk button**, an audio podcast can not be created – even if there was sound being generated in your recording by a multimedia file. If you don't know whether or not there is any "Talk" audio in your recording, go ahead and try to convert it. If there was no "Talk" audio, you will receive a message telling you that the recording has no audio and no audio file will be generated.

   The size of your converted audio file may be larger or smaller than the original recording, depending on the extent of the audio and non-audio content in the recording.

   ✓ To create an *Unplugged!* recording, click on the *Create Unplugged Recording* checkbox.

   Because an *Unplugged!* recording contains all the Elluminate *Live!* software required to play a recording, the *Unplugged!* recording will be approximately 10 MB larger than your original recording.

   ✓ To create a VCR Caption Transcript, click on the *Create Caption Transcript* option.

   ✓ To create a VCR Chat Transcript, click on the *Create Chat Transcript* option.

4. Click on the **Convert** button to begin the conversion (or **Cancel** to abandon the operation). The Convert dialog box will open.

5. From the Convert dialog box, select the directory in which you wish to save your output files (including the MRF file) and indicate the file name you wish to use for your output files. (All the files will have the same name with different suffixes.)

6. Click on **Convert** to begin the conversion process. If you are not using an MRF as an input for Multimedia conversion, and Elluminate *Publish!* has detected an MRF with the correct session name in the output folder, you will be asked if you wish to use it instead to create the Multimedia output. This will shorten the conversion process considerably as the "convert to MRF" step will not be required.

The duration of the conversion will depend on the size of the original recording, the speed of your network connection (if downloading files) and the speed of your system's processor.

In the phase where the MRF file is being created, the original recording opens up in a new Elluminate *Live!* player window, which is typically minimized in your Task Bar. Do not fast forward or rewind playback during the conversion process. Do not close the Elluminate *Live!* window unless you want to halt the production of the multimedia file.

Conversion progress messages

Elluminate *Publish!* shows you the progress of the conversion in the Conversion Status area at the bottom of the window. As you can see from the progress messages, the conversion process goes through the following stages:

1. Extracts and condenses audio info and creates the Audio output file.
2. Creates the *Unplugged!* Recording.
3. Creates the VCR Chat and Closed Captioning transcripts.
4. Creates the MRF file. During this phase the original recording opens up in a new Elluminate *Live!* player.
5. Creates the multimedia file (movie) from the MRF file.

When the conversion is complete, you will see the word "Done" in the Conversion Status area.

If you cancel the conversion part way through the process, you will still get all the outputs created up until the point of cancellation.

Finally, you may be prompted whether or not you would like to see the output files. This is controlled by the preference *Reveal output files after conversion*. (For details, see *General Preferences* on page 35.)

Multimedia Output File Options

For recommendations on the format and resolution to choose for your intended output device, see *Recommended Options* on page 37 of the *Best Practices* appendix.

1. Select which tracks of the recording you would like included in your multimedia file.

2. Select which transcripts you would like included in your multimedia file.
   - *Chat (RTF)* – Rich Text Format transcript of the session Chat messages.
   - *Captioning (RTF)* – Rich Text Format transcript of the session Closed Captioning messages.
   - *Captioning (SRT)* – Subtitle text transcript of the session Closed Captioning messages.

3. Select the type of multimedia file output you would like to create.
   - *AVI* – Audio Video Interleave
   - *FLV* – Flash video
   - *H.264* – MPEG-4 video with compression (default)
   - *MOV* – QuickTime video
   - *MP4* – MPEG-4 video
   - *WMV* – Windows Media Video
   - *MRF Only* – Media Recording File

4. (Optional) Select *Automatic Level Control* to even out the volume within your multimedia file. (By default, this option is on.) Within Elluminate *Live!* sessions, the volume at which a talker speaks will vary throughout the session and different talkers will speak at different levels from each other. *Automatic Level Control* will even out the volume levels within your multimedia file so that quiet speakers are more clearly audible. (Note: if a speaker is **too** quiet, this option may not be able to correct the level.)

   Automatic Level Control can accentuate background noise in a recording. If background noise in your multimedia file is distracting, turn off this option and create the file again.

5. Select the size for your multimedia file output.
   - *Optimize for mobile (640 x 480)* – This is a resolution of 640 x 480 pixels that is appropriate for creating multimedia output for mobile playback devices such as iPods. (default)
   - *Optimize for desktop (1024 x 768)* – This is a resolution of 1024 x 768 pixels that is appropriate for creating multimedia output to be played on your computer.

6. (Optional) Select *Scale Up Images* to enlarge the images of your output file to fill the screen of your playback device. (By default, this option is on.)

When you create a movie for the desktop, it is not unusual that the Whiteboard is smaller than the movie output. You may wish to turn off *Scale Up Images* in this circumstance to retain image appearance.

Audio File Options

For recommendations on the format and resolution to choose for your intended output device, see *Recommended Options* on page 37 of the *Best Practices* appendix.

1. Select the type of audio file output you would like to create.
   - MP3 (32 kbps) – MPEG-3 audio
   - *MP3 (64 kbps)* – MPEG-3 audio (default)
   - *M4A* – MPEG-4 audio
   - *Ogg Vorbis* – open-source format
   - *WAV* – uncompressed WAV files (Waveform, uncompressed audio)

   Of the two MP3 formats, the 64K bps format produces the highest quality with the largest file size and the 32K bps format produces the lowest quality with the smallest file size.

   The MP3 (32 kbps) format is a standard format for audio files and provides a balance between an MP3 recording's quality versus its size.

2. (Optional) Select *Automatic Level Control* to even out the volume within your Audio podcast. (By default, this option is on.) Within Elluminate *Live!* sessions, the volume at which a talker speaks will vary throughout the session and different talkers will speak at different levels from each other. *Automatic Level Control* will even out the volume levels within your audio podcast so that quiet speakers are more clearly audible. (Note: if a speaker is **too** quiet, this option will not be able to correct the level.)

   Automatic Level Control can accentuate background noise in a recording. If background noise in your audio podcast is distracting, turn off this option and create the podcast again.

Setting *Publish!* Preferences

To set preferences, select Preferences from the Edit menu (Elluminate *Publish!* menu on Mac) and then click on the desired tab.

General Preferences

To customize your interaction with Elluminate *Publish!*, set the following preferences under the General tab of the Preferences dialog:

- *Reveal output files after conversion* – When the conversion of a recording is complete, you can opt to have your file browser open the directory containing your output files. To always display the files, select "Always"; to never display the files, select "Never"; and to leave the option open at the end of each conversion, select "Ask".
- *Check for updates automatically at launch* – Select this option to be automatically notified of any software updates when you launch Elluminate *Publish!* (For a discussion of how this option works, see *Automatic Check for Updates* on page 29.)

Proxy Setting Preferences

Publish! may be supplied links that require the use of a proxy to resolve. Typically, if your browser requires a proxy to make a connection, *Publish!* will too. One way to figure out if you need a proxy is to see if your browser has any proxies set. To check, look up the settings as follows:

- For Firefox 3, select Tools | Options | Advanced | Network | Settings.
- For Explorer 6, select: Tools | Internet Options | Connections | LAN Settings.
- For Safari 3, select Safari | Preferences | Advanced | Change Settings | LAN Settings.

If proxies are required, define your proxy settings under the Proxy Settings tab of the Preferences dialog. The default setting is *Direct Connection*. If you need a proxy, select *Manual Proxy Settings* and fill in the host names and ports with the information found in your browser. Any proxy fields you leave empty will default to direct connections.

Consult your system administrator for information and assistance regarding proxies.

Intellectual Property Preferences

You can add metadata to your output files in order to identify them as your intellectual property. Under the Intellectual Property tab of the Preferences dialog, enter information in some or all of the following fields: Album, Author, Comment, Copyright, Genre and Year.

Note that not all movies formats will support all (or even any) of the intellectual property data.

Appendix A: Best Practices

The quality of a published recording depends on the nature of the content in the original recording, the output options selected during conversion and the type of device on which the output file will be played. We have provided a demo recording (see link below) with which you can experiment. This recording contains different presentation methods (Whiteboard, Application Sharing, etc.) at various screen resolutions with text presented in a number of different font sizes.

Publish the demo file for your target output device using various combinations of output formats and resolutions. In this way, you can see what output format and resolution work best to optimally present your intended content on your intended device. You can find the demo file on the following web page:

`http://www.elluminate.com/support/training/next/index.jsp`

Although each situation is unique, a few general recommendations can be made with respect to best practices for

- setting security controls to ensure access to recordings;
- using the best presentation methods and font sizes in your recordings; and
- selecting output options (format and resolution) best suited to your output device.

Best Practices for Recording Sessions for Publication

When recording a session for future publication into other formats, there are some things you can do during session recording that will ensure you get the best possible output files from Elluminate *Publish!*

Recording for Mobile Devices

We recommend you follow the guidelines below when recording a session for publication on a mobile device:

- Use a large font size for Whiteboard presentations (28 + size in the fonts Dialog, Sans Serif and Serif).
- Avoid Application Sharing.
- Do not share your desktop.

Recording for Computer Desktops

Pretty much anything goes! Just keep in mind that not all Elluminate *Live!* session activity is included in all output formats. See *Table 1*: *Output Files* on page 2 for a list of which Elluminate *Live!* features are captured in the various types of output files.

Recommended Options

The following Elluminate *Publish!* settings are recommended for producing the best possible output for the various player devices.

Apple iPod, iPhone, iPod Touch or Nano

- **Resolution**: use 640x480 only.
- **Format**: we recommend you use H.264 only.

Zen

- **Resolution**: you may use either the 640x480 or 1024x768 resolution. The 1024x768 resolution will automatically scale down for this device.
- **Format**: we recommend any format except WMV and FLV. The Zen software is equipped with a media converter that will convert most formats into a useable file.[15] For a list of supported formats on the Zen, see the Zen official website:

  http://us.creative.com/products/product.asp?category=213&subcategory=214&product=16999&nav=1Video

Zune

- **Resolution**: See **Format** below.
- **Format**: we recommend MP4 at either the 640x480 or 1024x768 resolution, WMV at the 1024x768 resolution or H.264 at the 640x480 resolution. For a list of supported formats on the Zune, see the Zune official website:

  http://www.zune.net/en-US/mp3players/default.htm

Computer Desktops

- **Resolution**: use either the 640x480 or 1024x768 resolution.
- **Format**: any format at either resolution will work, although the best output can be achieved by selecting the H.264 format.[16]

[15] Some files are not recognized though and will need a CODEC.
[16] Note: this format uses the most CPU resources.

Appendix B: Help and Other Resources

Elluminate Publish! Support Web Page

You can access the Elluminate *Publish!* support web page in one of two ways:

- ✓ From within Elluminate *Publish!*, select Elluminate Publish! Help from the Help menu.
- ✓ Open your web browser and go to http://www.elluminate.com/publish/info.jsp.

In addition to this user's guide, the Elluminate *Publish!* support web page provides the following resources:

- Software updates
- Link to an Elluminate *Publish!* training webpage
- Email link to Elluminate Sales to acquire license key

Other Elluminate Resources

- For further help using Elluminate *Publish!*, see our Elluminate *Publish!* training webpage: http://www.elluminate.com/support/training/next/
- To learn more about recordings in general, see our feature report on Recording and Playback available on the following page: http://www.elluminate.com/support/docs
- To learn how to access a recording from within the Session Administration System, see our quick reference guide on Retrieving Recording Links in the SAS available on the following page: http://www.elluminate.com/support/docs/sas/asp.jsp
- If you are having technical difficulties that your Elluminate system administrator cannot resolve, contact Elluminate Technical Support (see contact information on page iv). You may be asked for your error log file. This file can be found in your Publish subdirectory:

  Windows Default

  ```
  C:\Program Files\Elluminate\Elluminate Publish\error.log
  ```

  Mac Default

  ```
  Applications/Elluminate/Elluminate Publish/error.log
  ```

Useful Articles on the Web

- A quick guide to video formats:
  http://gizmodo.com/5093670/giz-explains-every-video-format-you-need-to-know
- Explanation of H.264:
  http://www.apple.com/quicktime/technologies/h264/faq.html

3rd Party Resources for Movie and Subtitle Editing

You can use a number of programs to create movie subtitles from your SRT captioning file. A good place to start your investigation of tools is on this web page:
http://ubuntuforums.org/showthread.php?t=556267

> Elluminate does not provide support or training materials for any 3rd party resources.

If you don't have your own movie or subtitle editing tools, below are some suggested products for you to consider.

Jubler

One of the nicest subtitle editors is Jubler, which works on Linux, Windows and Mac OS X. You can download it from http://www.jubler.org/. To use Jubler, you must first download and install MPlayer, an open-source player and encoder that uses FFMPEG (and bundles it). MPlayer is available on the Windows, Linux and Mac OS X platforms and can be downloaded from http://www.mplayerhq.hu/design7/news.html.

See this YouTube video (http://www.youtube.com/watch?v=Rl_8hk6otK8) for a demo of using Jubler and MPlayer to add subtitles to a video.

MEncoder

MEncoder is an open source program, readily available on the network (it is part of the MPlayer installation) you can use to merge your SRT captioning file with the multimedia file. MEncoder has a command-line interface, with commands that look like the following:

```
$ mencoder -oac copy -ovc codec codec opts -sub sub file.srt
-subfont-text-scale 3
```

Subtitle Workshop

This is another tool you can use to merge your SRT captioning file with a multimedia file. It will accept a variety of subtitle file formats, including our SRT file, and will convert them to other formats. You can download Subtitle Workshop from http://www.urusoft.net/products.php?cat=sw.

Subtitle Workshop will not merge the movie with the subtitles; you can use Avidemux (see below) for that.

Avidemux Video Editor

Avidemux is a useful open-source program available for Linux, Windows and Mac OS X that provides a mechanism for editing the video and producing a new video. You can download it from http://fixounet.free.fr/avidemux/.